

June 6, 2007

Marlene H. Dortch, Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Subject: DA 07-2017  
Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92-105

Dear Secretary Dortch:

The Community Service Council of Greater Tulsa, sponsoring organization for 2-1-1 Tulsa Helpline, hereby submits its Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The Community Service Council of Greater Tulsa is limiting its comments to the status of 2-1-1 service in Oklahoma.

The Community Service has provided information & referral services in the greater Tulsa area since 1980 and 2-1-1 service since July 2005. We now provide 2-1-1 service in a twelve county area reaching a population of 1,016,547. The database of service providers used for making referrals has listings for 538 organizations providing more 2,724 service programs. In 2006, our 2-1-1 call center received 72,071 incoming calls. 2-1-1 Tulsa Helpline operates by nationally recognized standards and has formally requested Accreditation by the Alliance of Information & Referral Systems.

The most common reasons people state for calling 2-1-1 Tulsa Helpline are the need for health care and medical treatment, financial aid for paying utility bills, mental health services, food and government information. 2-1-1 Tulsa Helpline has also responded locally to community emergencies, life

threatening summer heat crisis, outreach to Katrina survivors residing in the Tulsa Area and promotions for specific health care services.

We respectfully request that the Commission find the public is well served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

Phil Dessauer, Jr.  
Executive Director